



# STATE OF DELAWARE OFFICE OF PENSIONS DE – Single Sign On FORGOT PASSWORD? GUIDE

The following instructions will guide you on how to reset your password in the event it is forgotten.

1) Navigate to [www.delawarepensions.com](http://www.delawarepensions.com). Click the **Retiree Member Login** link.

The screenshot shows the Delaware.gov website. The top navigation bar includes links for Agencies, News, Topics, and Contact. Below this is a secondary navigation bar with links for ACTIVE MEMBERS, RETIREES, EMPLOYERS, and INFORMATION. The main content area features a large banner for the Delaware State Police Museum, titled "Former and Retired Delaware State Police Civilian Employees". To the right of the banner is a sidebar with the "Delaware Public Employees' Retirement System" logo. Below the logo is a red-bordered box containing the "Retiree Member Login" link, which is highlighted by a blue arrow. Other links in the sidebar include "Next payment date for Pensioners" (June 30), "Fraud Hotline", and "Pre-Retirement Workshops". At the bottom of the page are three icons: a calculator for "Pension Calculators", a calendar for "Office Closings", and a document for "Customer Service Survey".

## 2) Already a Registrant click the link - Retiree Self Service Link/ECRIS

Delaware.gov Agencies News Topics Contact

ACTIVE MEMBERS RETIREES EMPLOYERS INFORMATION

### Retiree Self Service Login

Welcome to the State of Delaware's secure online pay information system. As a State of Delaware retiree, you have been given secure access to view and print your current and past pay information.

Access to your pay information is a two-step process for new users. You first register as a new Single Sign On (SSO) user and then subscribe to access your records. Retirees must complete and submit an Address Change form to the Office of Pensions to have your address updated.  
[Change Address Form](#)

**Retiree Self Service will be unavailable during the following time for maintenance.  
Every Sunday from 7:00a.m. until 9:00a.m. EST/DST  
Thank you for your patience and understanding.**

#### New Registrants

Retirees who retired prior to October 2013 must contact the Office of Pensions to request to view your pay advice on-line. Once you have access to view your pay advice on-line, you will no longer receive a paper copy in the mail.

Register Single Sign On (SSO) user and subscribe to Pension account.

#### Already a Registrant

If you have already registered, select the button below. Once signed in, you will be directed to the State of Delaware Sign-On (DE-SSO) page. Click on the Delaware Pensions: Retiree Self Service Pay Advises – click here to view on-line advice.

**Retiree Self Service Link/ECRIS**

#### Featured Information

Please select the item below to expand.

- SSO Quick Start Guide
- Upgraded Look - April 23, 2017
- Instructions
- Already a Registered User?
- How Do I Clear Cache

- Supported Internet Browsers
- Hours of Operation
- Contact Information
- How Do I Turn Off Pop-Up Blockers

**Retiree Member Login**

Next payment date for Pensioners  
**June 30**  
Complete payment date list

**Fraud Hotline**

Pension Calculators

Office Closings

Customer Service Survey

## 3) Select the **Forgot Password?** link

Delaware.gov The Official Website of the First State

### Welcome to State of Delaware Single Sign-On (DE-SSO)

Please Sign In With Your DE-SSO User Id

\* User Id:

\* Password:

[New User Registration](#)  
[Forgot User Id?](#)  
**[Forgot Password?](#)**  
[Contact Us](#)  
[Help](#)

**WARNING**

Access to the requested resource is protected.  
Use of this system is monitored in compliance with the State and Federal Law.  
Unauthorized use or misconduct will be forwarded to the appropriate authorities.  
By progressing past this point you accept the conditions listed above.

4) Enter your **User Login** and then Click the **Next** button

The screenshot shows the 'Forgot Password' page on Delaware.gov. At the top is the Delaware.gov logo and 'The Official Website of the First State'. A 'Display Settings' dropdown is in the top right. Below the header, the page title is 'Forgot Password'. A progress bar shows three steps: 'Identify Yourself' (active), 'Answer Challenge Questions', and 'Select A New Password'. To the right of the progress bar are 'Cancel' and 'Next' buttons, with 'Next' highlighted in red. Below the progress bar, the instruction 'Please identify yourself' is followed by a '\* Required field' note. A 'User Login' field contains the text 'SSOQATEST1' and has a clear 'x' button.

5) Answer the challenge questions with the answers set during registration; click the **Next** button.

The screenshot shows the 'Forgot Password' page on Delaware.gov, now at Step 2: 'Answer Challenge Questions'. The progress bar shows 'Identify Yourself' and 'Answer Challenge Questions' (active), with 'Select A New Password' next. To the right are 'Cancel', 'Back', and 'Next' buttons, with 'Next' highlighted in red. Below the progress bar, the instruction 'Please answer your challenge questions' is followed by a '\* Required field' note. Below this, a sub-instruction reads 'Answer atleast 3 challenge questions below with the answers you set during registration'. Three text input fields are provided with the following questions: 'In what city or town was your first job?', 'What is your oldest sibling's middle name?', and 'Where were you when you first heard about 9/11?'. Each field is currently empty.

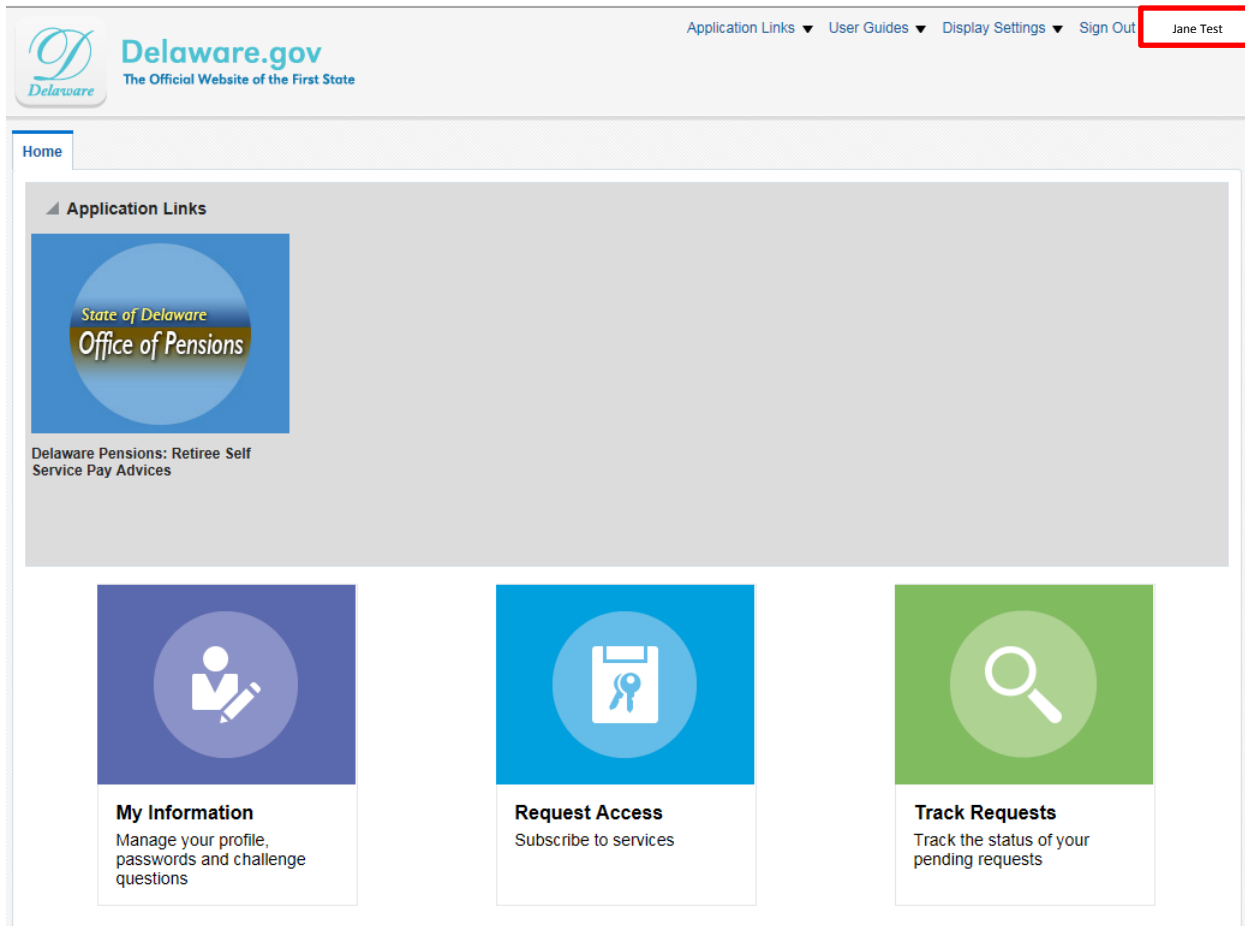
6) Enter a new password; Re-enter the new password. Click the **Save** button.

The screenshot shows the 'Forgot Password' page on Delaware.gov. At the top, the Delaware.gov logo and 'The Official Website of the First State' are visible. A 'Display Settings' dropdown is in the top right. The main heading is 'Forgot Password'. Below it is a progress bar with three steps: 'Identify Yourself', 'Answer Challenge Questions', and 'Select A New Password'. The third step is active. To the right of the progress bar are 'Cancel', 'Back', and 'Save' buttons, with 'Save' highlighted with a red border. Below the progress bar, the text 'Please enter new password' is followed by an asterisk and 'Required field'. There are two input fields: '\* Enter new password' and '\* Re-enter new password', both with red asterisks and information icons. The 'Save' button is highlighted with a red border.

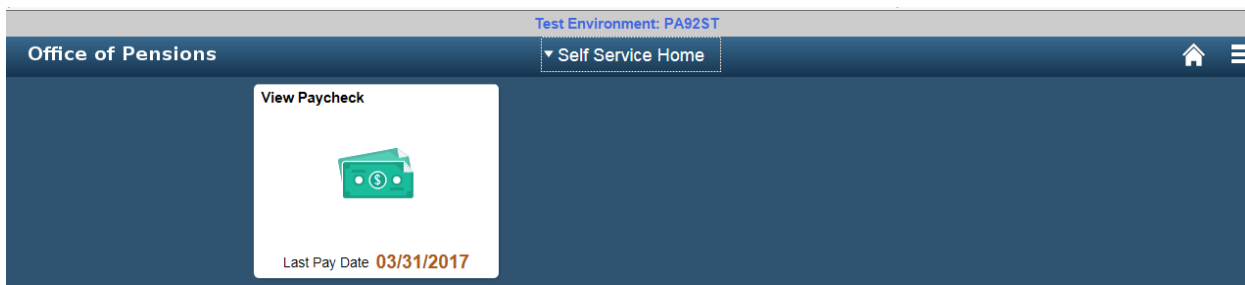
The system generates a message indicating the password was successfully changed. Click **Back to Login**.

The screenshot shows the 'Forgot Password' page on Delaware.gov after a successful password change. The heading is 'Forgot Password'. Below it, the message 'Password has been changed.' is displayed. To the right of the message is a 'Back to Login' button, which is highlighted with a red border. The 'Display Settings' dropdown is still visible in the top right.

After logging in with your new password, the screen below displays.



Click the State of Delaware Office of Pensions: Retiree Self Service Pay Advices icon



-Click the **View Paycheck** icon

You are ready to view your pay advice.

-Enter your Employee ID (Empl ID) and Click **Search**



*Note: The page may take a few seconds to display. Wait for the screen to load.*

Select the Check Date of the paycheck you want to view. The page displays the previous eight paychecks. To view previous paychecks, click the **View ## link** (## = number of paychecks in system; will vary by individual).


Test Environment: PA92ST


< Self Service Home

Pay



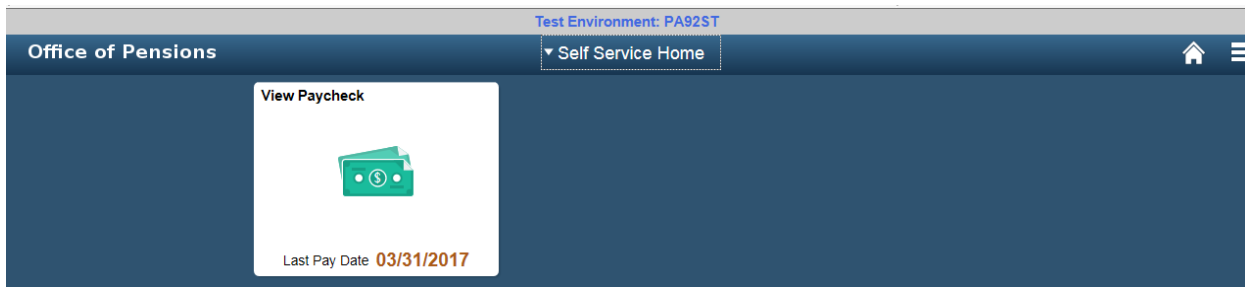
Paychecks





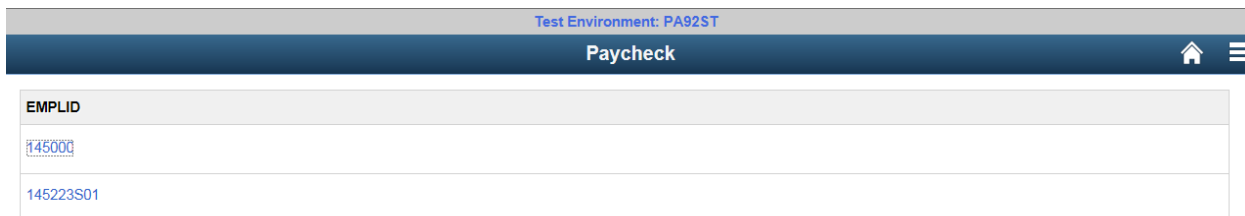
Check Date	Company	Pay Begin Date / Pay End Date	Net Pay	Paycheck Number	
03/31/2017	Office of Pensions	03/01/2017 03/31/2017	\$591.83	4733199	>
02/28/2017	Office of Pensions	02/01/2017 02/28/2017	\$591.83	4704261	>
01/31/2017	Office of Pensions	01/01/2017 01/31/2017	\$591.83	4676673	>

## If you have multiple accounts:

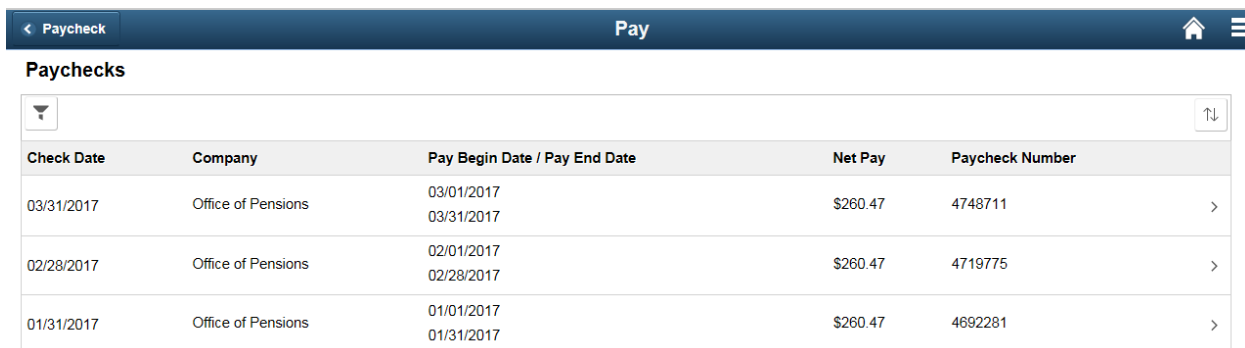


-Click the **View Paycheck** icon

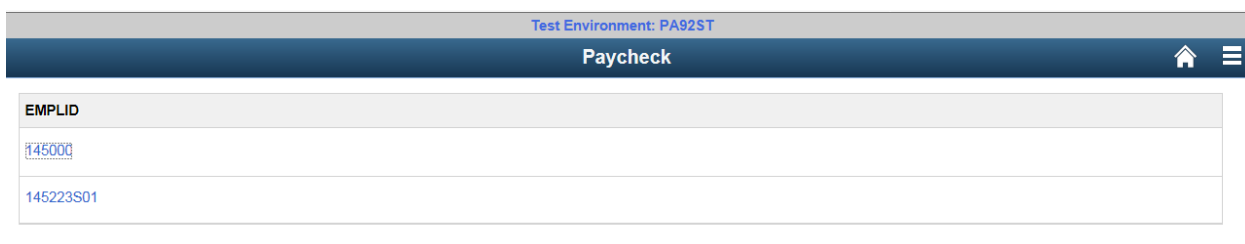
The following page displays:



- Click the Empl ID for the advice you wish to view



- Click the  to go back to select the other Empl ID



## Need Help?

### Login Issues?

#### Contact the Office of Pensions Help Desk:

**(302)-739-4208 or toll-free at (800)722-7300**

### Forgot User Id?

**Retirees can reset their User Id by clicking the Forgot User Id? link located in the center of the Retiree Self-Service Login page**

### Need to Change Your Password?

**Retirees can change their password by clicking the My Information link located on the Welcome page for Delaware Pensions: Retiree Self-Service. This is also the area where updates to Basic and Contact Information and Challenge Questions can be made.**